



**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF MENTAL HEALTH**

**VACANCY ANNOUNCEMENT**

<b>ANNOUNCEMENT NO:</b> 16462	<b>POSITION:</b> Performance Improvement Coordinator
<b>POSITION SERIES:</b> DS-0601	<b>POSITION GRADE:</b> 13
<b>OPENING DATE:</b> 07/23/10	<b>CLOSING DATE:</b> Open Until Filled
<b>IF "OPEN UNTIL FILLED"</b>	<b>SALARY RANGE:</b> \$72,010 - \$92,782 per annum
<b>FIRST SCREENING DATE:</b> 08/09/20 (and every two weeks thereafter)	
<b>WORKSITE:</b> 1100 Alabama Ave., SE, Washington, D.C. 20032	<b>TOUR OF DUTY:</b> 8:30 a.m. – 5:00 p.m., Monday - Friday
<b>PROMOTION POTENTIAL:</b> None	<b>AREA OF CONSIDERATION:</b> Unlimited
<b>AGENCY:</b> DMH/SEH/COS/PI	<b>NO. OF VACANCIES:</b> One (1)
<b>DURATION OF APPOINTMENT:</b> (X) Permanent ( ) Term (13 months to 4 years) Not to Exceed _____. ( ) Temporary (Up to 1 year), Not to Exceed _____ months.	
( ) This position IS in the collective bargaining unit represented by _____ and you may be required to pay an agency service fee through an automatic payroll deduction.	
(x) This position IS NOT in a collective bargaining unit.	
<b>"JOBS FOR D.C. RESIDENTS AMENDMENT ACT OF 2007":</b> A person applying for a position in the Career Service, Educational Service, Management Supervisory Service, a line attorney position in the Legal Service (series 905), or an attorney position in the Excepted Service (series 905) AT THE TIME OF APPLICATION for the position may be awarded a 10-point residency preference over non-District applicants, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.	
<b>BRIEF DESCRIPTION OF DUTIES:</b> The position is the Office of Performance Improvement, Saint Elizabeths Hospital (SEH), Department of Mental Health (DMH). The incumbent serves as Performance Improvement Coordinator and, as such, performs a variety of analytical functions in support of the Quality Improvement and Risk Management programs of the office including conducting investigations of Unusual Incident (UI) reports and assisting in the development and monitoring of the hospital Risk Management and Quality Improvement programs. In performing those duties, the incumbent ensures that the programs are consistent with regulatory requirements and that electronic data collection, analysis, and presentation of findings enhances monitoring activities, outcome studies, and program evaluation as well as successful presentation of outcomes when requested. Central among these activities is conducting investigations of Unusual Incidents (UIs) in support of the Risk Management program where an in-depth knowledge of investigatory principles and techniques and knowledge of the appropriate laws, regulations, and standards of care affecting healthcare as well as DMH, SEH, DOJ and other controlling regulations and policies as well as HIPAA and JCAHO standards and policies is required. Additionally, the incumbent monitors and tracks the outcomes of standards of practice within departments and performance improvement activities that address such issues as effectiveness of services, efficiency of functions, improvement of patient outcomes and patient safety and develops criteria for evaluation and assists assigned hospital departments with appropriate data collection and data analysis. The incumbent also reviews and interprets a variety of patient care information to assess quality care issues and creates reporting documents for the Office of Performance Improvement utilized for tracking performance improvement activities, trends and patterns, and identifying opportunities for hospital wide performance improvements and investigation activities. Assists in planning corrective action when indicated to meet SEH standards, consumer concerns, MHA and regulatory compliance.	
<b>QUALIFICATIONS REQUIREMENTS:</b> Candidates must have completed a full four (4) year course of study in an accredited college or university leading to a bachelor's or higher degree with major study in an academic field relating to the health science or allied science pertinent to the position. In addition to meeting the basic requirement, this position requires one (1) year of specialized experience equivalent to the next lower grade level. Specialized experience is experience which is directly related to the position to be filled, and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position to be filled.	
<b>THIS POSITION REQUIRES A PRE-EMPLOYMENT CRIMINAL BACKGROUND CHECK.</b>	
<b>SELECTIVE PLACEMENT FACTOR(S):</b> A Masters Degree in a health care field plus significant investigatory experience is preferred.	

## SUBMISSION OF RANKING FACTORS

The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors. Please describe specific incidents from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc., that indicate the degree to which you possess the job-related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

### RANKING FACTORS

1. An in-depth knowledge of investigatory principles and techniques sufficient to conduct investigations of Unusual Incident reports in support of the Risk Management program.
2. In depth understanding of standards and compliance with JCAHO, CMS and other regulatory programs in order to serve as Performance Improvement Coordinator.
3. Ability to manage information systems processes and utilize computer hardware and software applications in accordance with standards established by the Department of Mental Health and Saint Elizabeths Hospital to conduct studies and perform analyses.
4. Broad knowledge of mental health concepts, principles, operations and current DMH practices system wide in order to monitor, track, and trend the outcomes of recommendations regarding investigations.
5. Broad knowledge of healthcare statistical analysis, program evaluation, research methodologies and resource management in order to perform analyses.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE WILL BE ALLOWED AS DEFINED BY OPM'S OPERATING MANUAL FOR QUALIFICATIONS STANDARDS. HOWEVER, IN ORDER TO RECEIVE CREDIT YOU MUST SUBMIT OFFICIAL PROOF OF EDUCATIONAL ATTAINMENT WITH YOUR APPLICATION. TIME-IN-GRADE REQUIREMENTS ARE APPLICABLE. APPLICANTS CLAIMING VETERANS PREFERENCE MUST SUBMIT OFFICIAL PROOF WITH THE APPLICATION.

APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT THAT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE WILL BE RETURNED WITHOUT ACTION.

**HOW TO APPLY:** ALL APPLICANTS, INCLUDING DEPARTMENTAL EMPLOYEES AND OTHER D.C. GOVERNMENT EMPLOYEES, MUST SUBMIT THE DISTRICT OF COLUMBIA GOVERNMENT EMPLOYMENT APPLICATION, DC FORM 2000. SELECTION(S) FROM THIS VACANCY ANNOUNCEMENT PENDING CLEARANCE THROUGH PRIORITY PLACEMENT PROGRAMS. "A NON-COMPETITIVE SELECTION OF A CANDIDATE ON THE AGENCY'S REEMPLOYMENT PRIORITY LIST OR THE DISPLACED EMPLOYEE'S PRIORITY LIST WILL RESULT IN CANCELLATION OF THIS VACANCY ANNOUNCEMENT."

**WHERE TO APPLY:** DEPARTMENT OF MENTAL HEALTH  
DIVISION OF HUMAN RESOURCES  
1100 Alabama Avenue, S.E.  
Room 205  
Washington, D.C. 20032  
ATTN: Clara Orino, (202) 299-5510

IN ACCORDANCE WITH THE D. C. HUMAN RIGHTS ACT OF 1977, AS AMENDED, D. C. CODE SECTION 1-2501 et seq., ("THE ACT") THE DISTRICT OF COLUMBIA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. DISCRIMINATION IN VIOLATION OF THE ACT WILL NOT BE TOLERATED. VIOLATORS WILL BE SUBJECT TO DISCIPLINARY ACTION.

**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DEPARTMENT OF MENTAL HEALTH, DIVISION OF HUMAN RESOURCES.**

**DRUG-FREE WORKPLACE ACT OF 1988.** "Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his or her immediate supervisor, in writing, no later than five days after conviction of or plea of guilty to a violation of any criminal drug statute occurring in the workplace."